

Contact Information

For all your benefit questions, call...

OneCall Service Center

PO Box 2115

104 Union Valley Road, MS-8258

Oak Ridge, TN 37831-2115

Call: 574-1500 or toll-free 1-877-861-2255 Fax: 1-865-241-0531

Medical - Option 1 Point-of-Service	CIGNA	Oak Ridge and Washington DC Network participants call: 1-800-832-3211; Monday – Friday (8 a.m. to 5 p.m., Eastern Time)
		Filing a claim for the CIGNA POS in the Oak Ridge/Knoxville Area CIGNA HealthCare Service Center P.O. Box 49900 Atlanta, GA 30359
		Filing a claim for the CIGNA POS in the MD/Washington DC Area CIGNA HealthCare Service Center P.O. Box 31552 Charlotte, NC 28231-1552
		Provider Directory URL's For PHP: http://provider.healthcare.cigna.com/default.asp?employer=2523169 For all other networks: www.cigna.com
Medical - Option 2 Point-of-Service Plan	CIGNA (formerly Healthsource)	CIGNA Member Service 1-800-515-7378
		CIGNA Mental Health and Substance Abuse (CIGNA Behavioral Health) 1-800-938-4489
		CIGNA Prescription Drugs (TelDrug) 1-800-835-3784
		To file a claim CIGNA P.O. Box 182547 Chattanooga, TN 37422-7547 (Group Number can be found on your ID Card)



Contact List (cont'd.)

Major Medical Medicare Supplement	UnitedHealthcare	Member Services 1-888-641-9148
		To file a claim UnitedHealthcare P.O. Box 740800 Atlanta, GA 30374-0800
		For questions about direct billing 1-877-861-2255 or 574-1500
		To mail premium payments First Tennessee Bank Dept. 888531 Knoxville, TN 37995
		For Medicare Cross-over Enrollment Form UnitedHealthcare P.O. Box 3024 Utica, NY 13599-4131
Medical Indemnity Plan	CIGNA	Member Services For questions on eligibility, plan benefits or claims, call: 1-800-628-3996
		Filing a claim for the Indemnity Plan CIGNA HealthCare Service Center P.O. Box 29100 Atlanta, GA 30359
Hospital Precertification (for the CIGNA Indemnity Plan)	Intracorp	1-800-633-9900
Mental Health and Alcohol/Drug Abuse treatment (for the CIGNA POS Plans in Washington DC and Crossville)	CIGNA Behavioral Health	Crossville network 1-800-628-6619
		Washington DC network 1-800-274-7603
		CIGNA Option 2 1-800-938-4489

Contact List (cont'd.)

Prescription Drugs (for employees enrolled in the CIGNA Option 1 or the Indemnity Plan)	Merck-Medco	To mail new prescriptions Merck-Medco Rx Services P.O. Box 68385 Harrisburg, PA 17106-8385
		For questions about prescription drugs 1-800-685-8869
		To order On-line www.merckmedco.com
		For the automated refill system 1-800-473-3455
		To fax your prescription 1-888-327-9791
Vision (for employees enrolled in the CIGNA Option 1 or the Indemnity Plan)	Vision Service Plan	Mailing Address Vision Service Plan Attn: Out-of-Network Provider Claims P.O. Box 997100 Sacramento, CA 95899-7100
		Toll-Free Number 1-800-877-7195
		Website www.vsp.com
Dental	MetLife	Member Services 1-800-942-0854
		To file a claim, send your claim to: MetLife Group Dental Claims P.O. Box 14093 Lexington, KY 40512-4093

Contact List (cont'd.)

Long Term Care	Metropolitan Life	For questions concerning Long Term Care 1-800-438-6388
		Website http://bwxt12.metlife.com http://utbattelle.metlife.com
		The address for MetLife Long Term Care is: P.O. Box 937 Westport, CT 06880
Life Insurance	Metropolitan Life	Statement of Health Unit 1-800-638-6420 prompt 1
		For Life Insurance conversion information 1-877-275-6387
Savings Program	Retirement Savings Plan Committee	Mailing Address BWXT-Y12 c/o Manager, Benefits Management P.O. Box 2009 Oak Ridge, TN 37831
	CitiStreet Savings Information Line	United States: 1-888-472-8348
		International: 1-617-847-1006
		TDD: 1-800-579-5708
CobraServ – Contacts	Member Services	Member Services 1-800-877-7994 CobraServ National Service Center 3201 34th Street South St. Petersburg, FL 33711

Contact List (cont'd.)

Ceridian Contacts	Direct Billing	Ceridian Contacts – Direct Billing Direct Billing for medical, dental and life insurance coverage for Retirees under age 65, Member Services, 1-800-898-0217
		Member Services 1-800-898-0217
		Billing Address <i>If an Invoice is included with the payment, mail invoice and check to:</i> Ceridian Benefits Services, Inc. 7738 Collection Center Drive Chicago, IL 60693 <i>If no invoice will be mailed, please be sure to include the social security number of the member on the check. Mail the check to:</i> BWXT-Y12 Insurance Continuation P.O. Box 7482 Princeton, NJ 08543-7482
Social Security Administration	Toll-Free Number	1-800-772-1213
	Oak Ridge Office	482-6908

